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California Department of Corrections and Rehabilitation
Office of Victim and Survivor Rights and Services

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    graph TD
      Registration --> Restitution
      Restitution --> Additional_Services[Additional Services]
      Additional_Services --> Parole_Hearing[Parole Hearing]
      Parole_Hearing --> Release
    
```

Registration

- Offender is sentenced to state prison
- OVSRS Receives 1707 request online
 - Verify information in ERMS/SOMS/DA's Office
- Once victim is verified OVSRS enters in SOMs system
- Victim Services verifies victim eligibility for notification in ERMS/ DA's Office and enters them into the SOMs system
- Once registered and in system, registered victim will receive notification of incarcerated person's release, death, escape, post transfers, parole hearings and reviews if eligible.

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Restitution

- Case Records receives court documents with restitution orders
- Restitution Unit enters Restitution in TRACS System
- Restitution collection begins when funds are deposited in the incarcerated person's trust account
 - By law, CDCR has the authority to take money from an incarcerated person's trust deposits and wages.
 - CDCR takes 50% of any deposit made and applies it towards restitution
- Once victim has been identified and located, money collected will be sent to the victim.

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Services

- Notifications
 - Transfer
 - Court Referral
- Restorative Justice
 - Victim Offender Dialogue
 - Accountability Letter Bank
 - Harassment Intervention

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Parole Hearings

- Parole Hearing is scheduled for incarcerated person
- our outreach team contacts the registered victim to verify contact information 150 days before hearing
- Victim responds to outreach and calls our office to update address
- OVSRS staff updates contact information and asks if they would like to participate in scheduled hearing. OVSRS staff explains the process of parole proceeding and offers Victim Service Rep (VSR) to assist during hearing

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Parole Hearings

- VSR conducts dry run on TEAMS with victim to ensure technology is working properly. VSR also answers any questions and reviews process again if need be.
- VSR is present with victim at parole hearing where result is a tentative grant
- OVSRS contacts victim 30 days after hearing to offer transcripts and information on next steps - explaining grant process

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